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Yavapai County Workforce Development Board (WDB)

Youth Council

July 23, 2021 Meeting Minutes

Attendees	Present/Absent	Number of Absences in 2021
Mel Ingwaldson, Chairman	Present	1
Corey Marshall, Vice-Chairman	Absent	3
Linda Brannock	Absent	1
Janae Ottis	Present	0
Rich Ormond	Absent	1
Nancy Jensen	Absent	1

Staff: Leah Cickavage, Operations Manager, NACOG
Julia Sawyer, Executive Assistant, NACOG

I. Call to Order, Welcome and Introductions

Chairman Mel Ingwaldson called the meeting to order at 10:10 AM. A quorum was not present.

II. Approval of April 13, 2021 Meeting Minutes

Without a quorum present to take action on the approval of minutes, this agenda item was bypassed.

III. Chairman’s Report

- Updates

Chairman Ingwaldson reported that Kristy Prather has resigned from her position on the Youth Council as she has moved to other opportunities in Apache County. He noted appreciation for Ms. Prather’s service to the Youth Council. She represented the Department of Economic Security (DES) Wagner-Peyser. Operations Manager Leah Cickavage noted that a replacement for Ms. Prather, along with some other vacancies, is being discussed at the State level.

Chairman Ingwaldson noted that he will be making notes for the upcoming Annual Meeting, and he requested an update on the Summer Youth Program advancements.

IV. Operations Manager's Report

- **WDB Strategic Planning**

Ms. Cickavage reported that the Workforce Development Board (WDB) has begun developing a Strategic Plan for the Board through the consulting services of Trevor Stokes, CEO of the Partnership for Workforce Innovation. The Plan will be developed with the assistance of an ad hoc Strategic Planning Committee assigned to visit and review and revise as appropriate the Mission, Vision and Goals of the WDB, as well as strategies to achieve the Goals.

Highlights of the plan include benefitting the community we serve, innovation, accountability, basics of working together, and strengthening the Board membership. She noted the goals of continuous improvement throughout the Plan:

1. Be a voice for our region
2. Strategies for improvement of the talent supply of our region
3. Empowering youth we serve with high value and practical information on the region's career opportunities and connecting them with high-quality employers

A survey will be sent out to Board members to further identify values of the Board. The Plan is expected to be completed by August or September. Ms. Cickavage noted that Nancy Jensen is a member of the Strategic Planning Committee, but is unable to attend today to comment.

- **Scope of Work 2021/2022 Development**

Ms. Cickavage noted that one of the goals of the Strategic Plan is for Board sub-committees prepare a Scope of Work for the Committee to pursue. This would be an item of discussion to have with the full Youth Council to determine what that Scope of Work would be. She shared her thoughts regarding the Youth Council Scope of Work, such as outreach efforts to get information about services out to youth, membership recruitment and career pathway focuses for in-demand industries in the area. Chairman Ingwaldson added the discussion about apprenticeship opportunities should be continued, with secondary and post-secondary training opportunities as a vital service for local communities, including out-of-area training facilities. Ms. Cickavage added that there is also a push for more certificate-based trainings as opposed to degree-based trainings, and flexibility options for accessing education such as online training platforms that can be accessed from home.

Ms. Cickavage noted the goal to complete this SOW within the next couple of months.

- **DES Monitoring Report/Process Improvement**

Ms. Cickavage reported that there was an audit through April and May, which involved data validation through DES. This year it was a different process as DES is still working remotely and not coming in-person for the monitoring. Ms. Cickavage also noted that there was a new individual conducting the audit this year. She reported several infractions that were identified regarding Measurable Skills Gain (MSG) reporting, youth eligibility and entries into the Arizona Job Connection (AJC) database. Ms. Cickavage noted that NACOG EWD has identified a process improvement plan in response to the audit findings as follows:

1. Staff Training – completed in June which focused on eligibility, intake, enrollment
2. DES has also moved to quarterly reviews rather than annual reviews

3. New process of scanning documents into AJC system, which has been a challenge and cumbersome, but allows remote DES workers to regularly review files
4. Technical Assistance trainings on MSG, which is not a local issue but statewide
5. Operational direction – delegation to supervisor staff to review files, and Ms. Cickavage will now conduct file review
6. A new checklist for data validation has been provided from DES to ensure accuracy and will be used for internal reviews
7. New intake checklist to ensure all information is captured and all client needs are met
8. Case management – program staff must contact clients every 90 days by law, but we are changing to monthly for our office to keep a closer check on barriers to success. This also builds a stronger relationship with clients

Ms. Cickavage noted that these are positive changes for our program. She identified three different types of MSG that gets recorded – educational functioning level such as high school equivalency gain and high school diplomas. She noted there are also job training milestones – meeting skillsets within job training, as well as skills progression, where license or certificate is gained.

Chairman Ingwaldson noted that this was a great report, it is unfortunate that there wasn't a full quorum to hear it. He suggested that maybe Ms. Cickavage can go over again at a later date for the rest of the Youth Council to hear. He suggested the Youth Council take excerpts of this report and develop the Youth Council Scope of Work and take to the board. Perhaps this could be the Youth Council's report to make us work more efficiently. Ms. Cickavage agreed that the Youth Council can build this into their Scope of Work.

- **Youth Labor Market Information**

Ms. Cickavage shared Center of Labor Markets & Policy information regarding the summer employment outlook for youth aged 16-19 years old, noting that this age group is expected to rebound sharply from the pandemic. The expectation for youth in the workforce has risen to 31.5% for this year as compared to 1999 participation in labor force at 52% and 34.5% in 2020. She noted a contrast during the pandemic as opposed to when there was not that type of opposing force. Ms. Cickavage remarked about how youth stepped up to fill jobs ahead of adults during the pandemic. She shared some other interesting data from the report. Arizona ranked 29th of the states for youth employment.

Challenges to projected growth in the labor market include unemployment, part-time employment and an under-utilized labor pool. Ms. Cickavage reported that the state has cut the federal supplement to unemployment, however more remote work opportunities are currently trending. She cited other reasons for the labor challenges as well, such as limited child care availability.

Ms. Cickavage listed the following major industries hiring youth in 2020:

- Hospitality
- Retail
- Educational services

Industries expected to demonstrate continued growth include:

- Service industries
- Sales

- Production
- Transportation
- Administrative support

The report concluded that the highest-ranked occupation for youth was cashier. Ms. Cickavage noted the importance of gathering this type of information in preparation to target opportunities for our own youth programs, including the Summer Youth Employment & Training Program (SYETP).

- **Youth Services Update**

Ms. Cickavage noted that she sent this report out to the Council ahead of the meeting for review and reported the following:

60 In School Youth (ages 16 – 21)

111 Out of School Youth (ages 18 – 24)

171 – Youth total enrolled

Outreach Updates

- **Yavapai County Community Restitution** – discussed with Coordinators opportunities available and presented orientation to youth on how to partner on their Earn and Learn Academy courses; also opportunities to further career goals with NACOG.
- **Catholic Charities** – met with members of their foster care services. Established referral process for foster youth to gain services available.
- **Big Brothers Big Sisters** – Established referral process for youth and families to gain services available.
- **Department of Veteran Affairs** – staff met to discuss opportunities to Veterans and those recently disconnected from military.
- **Summer Youth Employers/Youth** – continuous discussions regarding Summer Youth and opportunities for youth to become permanently employed at worksites.
- **Yavapai College** – discuss with Career Advisors on how to partner on CARES funding opportunities for clients impacted by COVID.
- **Department of Economic Security** – will be providing incentives for those returning to work up to \$2,000 as well as child care assistance. Referring potential eligible clients.
- **Contact Tracings** – staff continue to assist with contact tracings for Yavapai County. Provide outreach and referrals to resources that may be needed during this time.

Current Youth Activities

Current employment/education enrollments include C.N.A, Caregivers, Registered Nurse, Administrative, Facility Maintenance, Cosmetologists/Aestheticians, GED Training, Library Clerks, Insurance Agent, Title Clerks, Manufacturing Technicians, Landscape Maintenance Technicians, Culinary, Police Officers, Customer Service, CDL, and Construction.

- **Summer Youth Update**

Ms. Cickavage reported that the SYETP has been very successful and will be ending on July 31, 2021. She reported the following:

- 16 youth currently participating. Some did not qualify as youth, but they were still placed in available positions as adults.
- Positions include museum guides, cook aides, maintenance technicians, library assistants, recreation center aides, administrative assistants, IT interns, chamber assistants, fire fighter trainees, and court clerk aide.
- Program running June 14, 2021-July 31, 2021; extension opportunities available
- Earning \$12.15 an hour; earning potential of \$3,888
- Continue to work with youth after summer to develop their career pathways with other employment and educational opportunities

Chairman Ingwaldson asked how numbers looked county-wide. Ms. Cickavage noted that East County had one or two more positions this year than last year, and the County included some additional positions with the Free Library District. Some discussion followed regarding the success of the county and involvement of the Board of Supervisors. Outreach to employers began in April to 60 employers, with some private sector opportunities available as well.

- **Outreach Discussion**

Ms. Cickavage asked if there were any outreach ideas. Outreach could be to organizations, employers and youth organizations. There were none to report at this time, however Chairman Ingwaldson noted that there was someone out in Cherry that works with youth, but he needs to reach back out to him. Ms. Cickavage concluded her report.

V. Member Comments

Chairman Ingwaldson passed on Member comments due to the lack of attendance.

VI. Public Comments

Chairman Ingwaldson called for comments from the public – there were no public comments.

VII. Adjournment

Chairman Ingwaldson adjourned the meeting at 10:50 AM.